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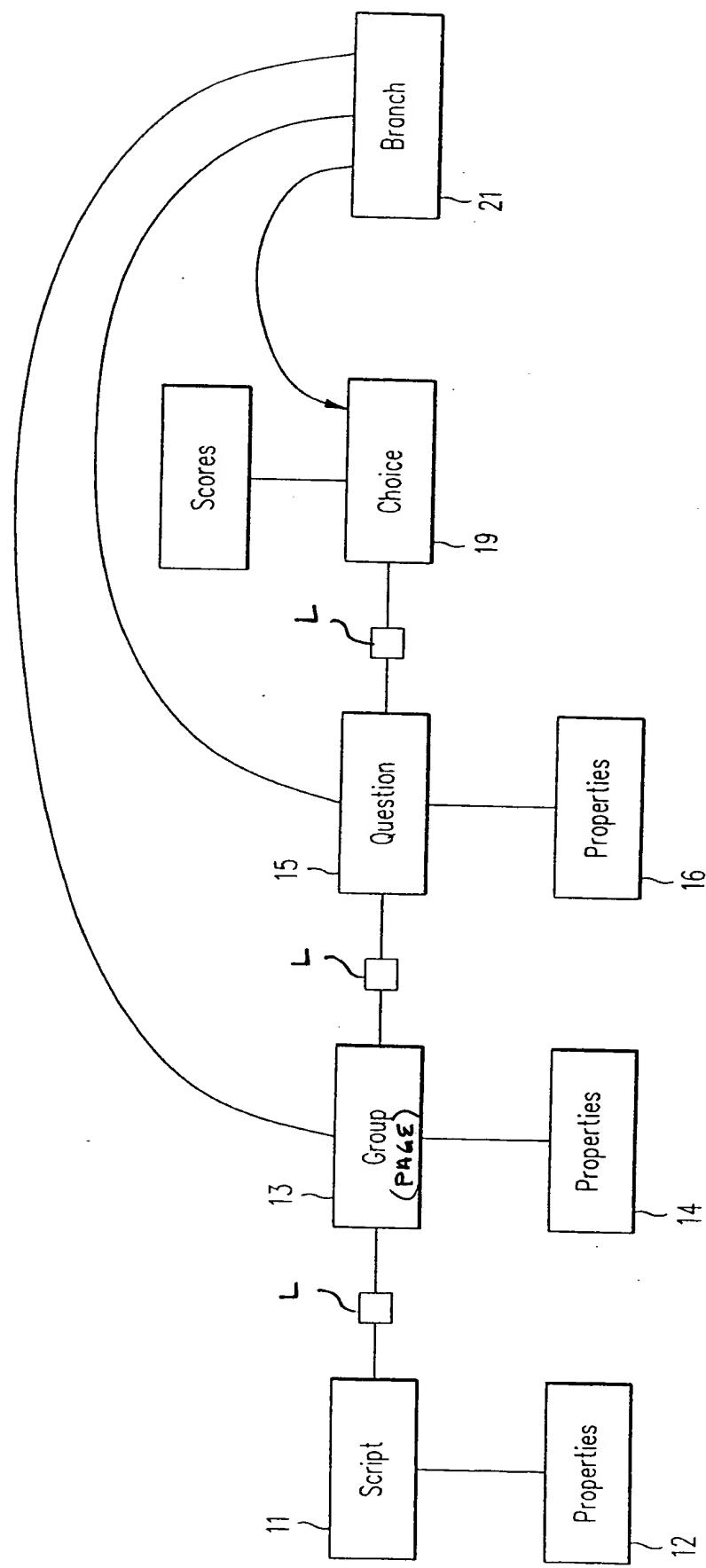


FIG. 2

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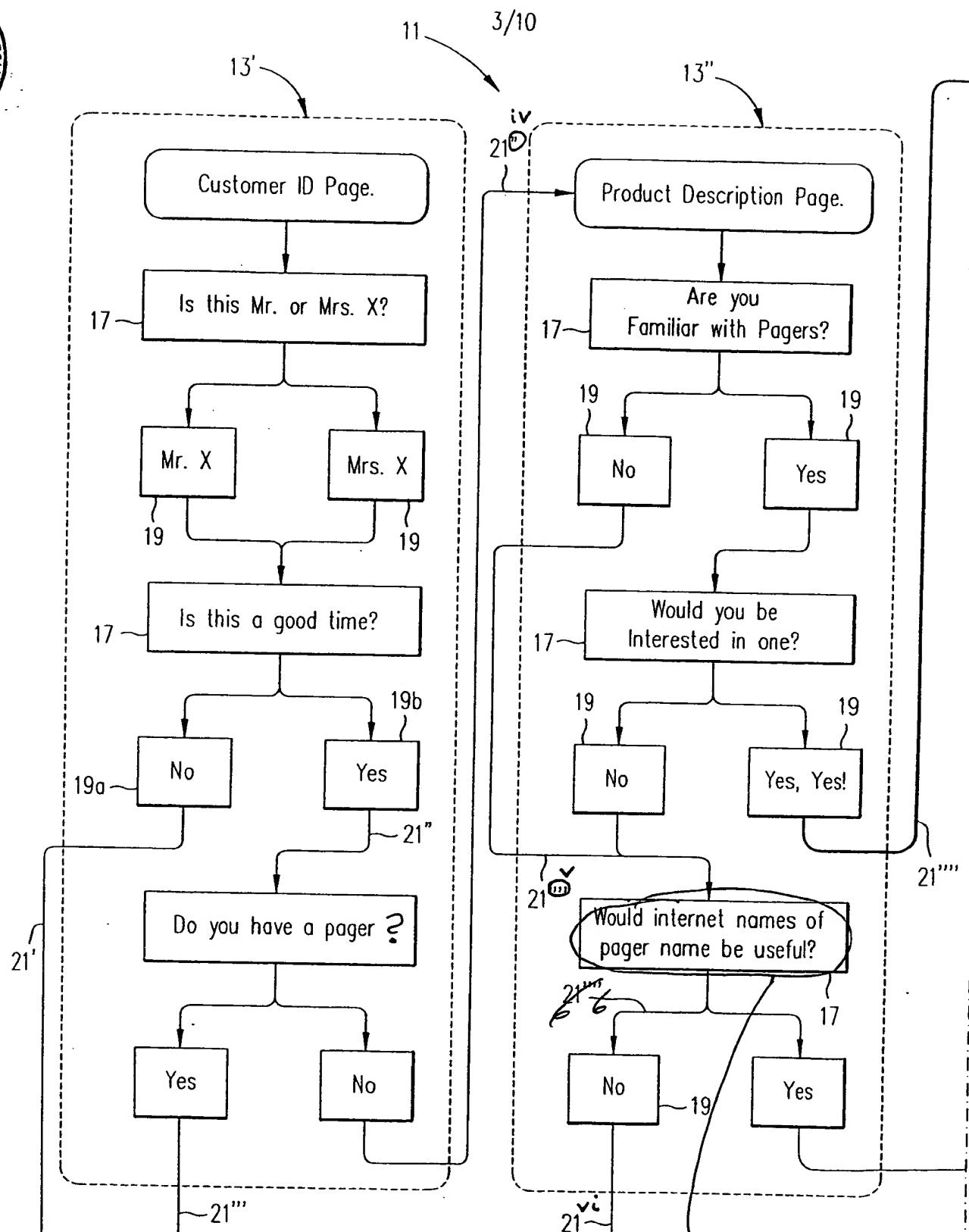


FIG. 3a | FIG. 3b

Key To  
FIG. 3

FIG. 3a

WOULD INSTANT NOTICE  
OF NEWS ITEMS BE USEFUL?

Approved by Examiner [Signature] 10/15/02

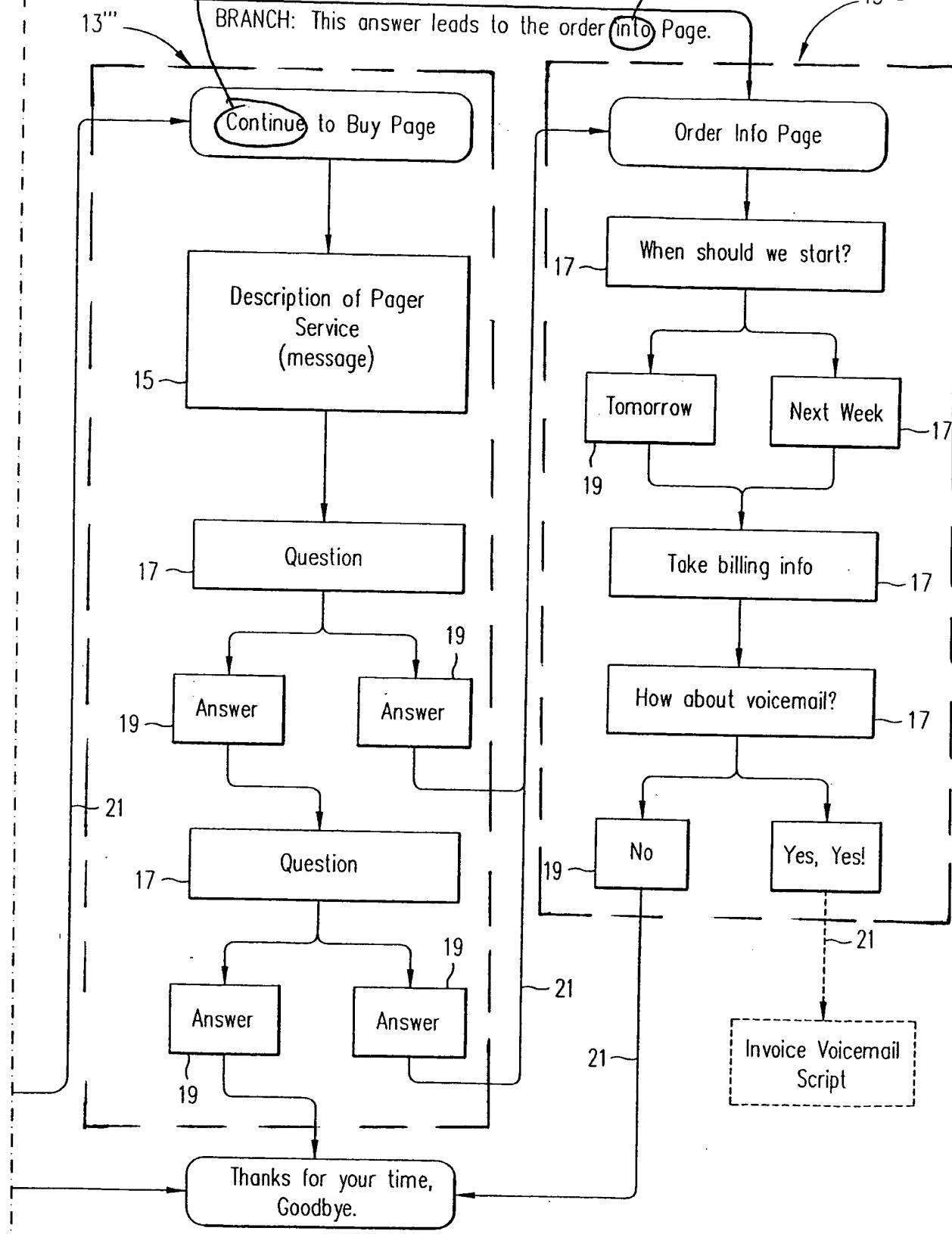


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FIG. 3b



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	61	
	First Name	Last Name
	Campaign	
	Service	
Script playing area.		
<p>Thank you for calling Siebel systems. This is Tiffany, how can I help you today?</p> <p> <input type="radio"/> Need license key ~17  <input type="radio"/> Need upgrade to Siebel 99 ~17  <input checked="" type="radio"/> Need assistance on new SmartScript ~17         </p>		
<p>How long have you been working with SmartScript? ~17</p> <p> <input type="radio"/> 1 week      <input checked="" type="radio"/> 19         </p>		
<p>Have you read the documentation? ~17</p> <p> <input type="radio"/> Yes  <input type="radio"/> No         </p>		

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FIG. 6

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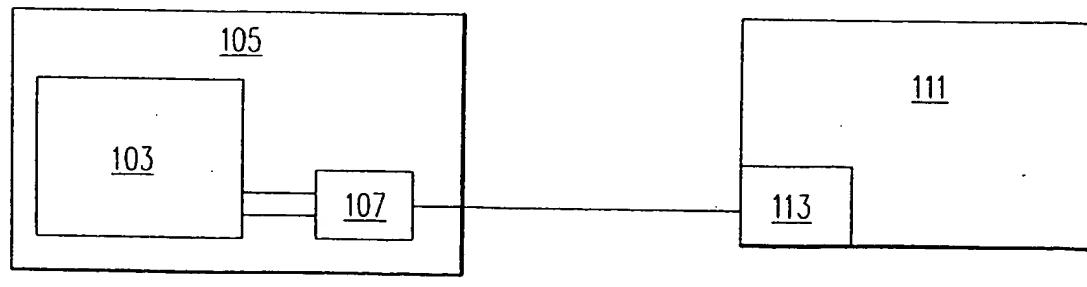
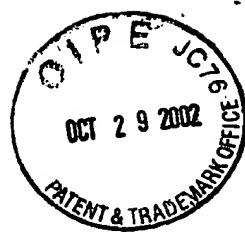


FIG. 10



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